

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for technical refreshment and enhancement of implementation of project for Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal. The objective of the proposed project is to re-develop and enhance the existing MPI&GC Grievance Management Portal, leveraging advanced technology, to establish a more robust and efficient platform capable of seamlessly managing a substantial volume of data with advanced analytics. The goal is to address the growing demands and challenges faced by the current portal, which has handled over 23 lakh grievances since its inception in October 2019.

Online bids are invited from Software Development and Service Providers having sufficient experience and credentials for successful completion of "Similar Nature" of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have sufficient experience on State Government Portal redesign, application development and develop using CMS solution. The Software Solution Provider (SSP) should have experience in data management, data migration capabilities, experience in development of solutions using AI technologies and must have adequate resource for providing onsite support on AMC for 1 years after successful go-live.

1.	Tender No. & Date	WTL/CRMU/GMP/23-24/060 dated 24.01.2024
2.	Tender Version No.	1.0
3.	Brief description of Job	Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal
4.	Tender Fee	Rs. 6,000.00 (Rupees Six Thousand). The amount to be transferred online through e-Tender portal.
5.	Earnest Money Deposit	Rs. 200000.00 (Rupee Two lakh). The amount to be transferred online through e-Tender portal.
6.	Date of Downloading	24.01.2024
7.	Pre-Bid Meeting date & time	02.02.2024 at 12.00 Hrs. (On-Line Meeting) <ul style="list-style-type: none">• Pre-Bid meeting will be organized on online platform only. Only queries as per format (Section - M) reaching WTL by 01.02.2024 at 15.00 Hrs. will be taken for decision. Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. Participants will be notified in advance if there are changes in pre-bid meeting date and time.• Queries will be sent to Purchase Deptt. (purchase@wtl.co.in).
8.	Bid Submission Start date & time	09.02.2024 at 14.00 Hrs

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9.	Last date & time of EMD & Tender Feesubmission	Before Uploading of Tender
10	Last date & time of Bid Submission	16.02.2024 at 13.00 Hrs
11	Date & time of Technical Bid Opening	19.02.2024 at 11.00 Hrs
12	Venue of Pre-Bid Meeting & submission of EMD & Tender Fee	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13	Contact person	033-23673403-06

1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted electronically through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted electronically through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the ‘Tender Committee’ will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications / corrigendum will be published only on the WTL Website.

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SECTION – A

SCOPE OF WORK

Job title: Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal.

1. Introduction

About WTL

Webel Technology Ltd, a Govt. of West Bengal Undertaking under the administrative control of Personnel & Administrative Reforms, Govt. of West Bengal is an ISO 9001:2015, ISO/IEC 27001:2013 and CMMI Level 5 certified e-Governance Solutions Provider and engaged in the Digital Transformation Journey of the State Government. WTL is the State Nodal Agency & State Implementing Agency for implementation of all e-Governance related activities in the State.

WTL has been entrusted by the MPI&GC, Government of West Bengal for **Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal.**

Project Background

The primary objective of the proposed project is to re-develop and enhance the existing MPI&GC Grievance Management Portal, leveraging advanced technology, to establish a more robust and efficient platform capable of seamlessly managing a substantial volume of data with advanced analytics. The goal is to address the growing demands and challenges faced by the current portal, which has handled over 23 lakh grievances since its inception in October 2019.

Goal & Objectives

The **Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal** aims to achieve the following key objectives:

- **Enhanced Technological Infrastructure:** Upgrade the technological foundation of the MPI&GC Grievance Management Portal by incorporating advanced technologies, ensuring scalability, and providing a robust framework for seamless data management.
- **Improved User Interface and Experience:** Redesign the user interface to enhance user experience and accessibility. The new portal should be intuitive, user-friendly and capable of accommodating the diverse needs of approximately 10,358 active users involved in grievance resolution across 4505 administrative units.
- **Increased Grievance Inflow Handling Capacity:** Implement improvements to accommodate the mounting loads of grievances, particularly from the Sorasori Mukhyomantri initiative. Enhance the portal's capacity to log and dispose large volume of grievances generated from the call, ensuring timely processing, and resolution of grievances.
- **Scalable Data Persistence Architecture:** Develop and implement

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scalable and efficient database architecture to handle the increasing volume of grievances. This includes optimizing the storage and retrieval processes to ensure smooth functioning even during peak periods.

- **Efficient Back-End Processes:** Optimize back-end processes by reviewing and refining the data flow from grievance registration to resolution.
- **Advanced Analytics and Reporting:** Integrate advanced analytics tools to derive meaningful insights from the vast amount of data processed by the portal. Provide comprehensive reporting features for stakeholders to analyze trends, patterns, and sentiment metrics.
- **Data Security and Compliance:** Strengthen data security measures to protect sensitive information. Ensure compliance with data protection regulations and implement measures to safeguard the privacy and confidentiality of user data.

By achieving these objectives, the re-developed MPI&GC Grievance Management Portal will not only meet the current challenges but also position itself as a technologically advanced and efficient platform for managing grievances with analytics-driven insights.

2. Scope of Work

The scope of work of the proposed project is to re-develop and enhance the existing MPI&GC Grievance Management Portal, leveraging advanced technology, to establish a more robust and efficient platform capable of seamlessly managing a substantial volume of data with advanced analytics.

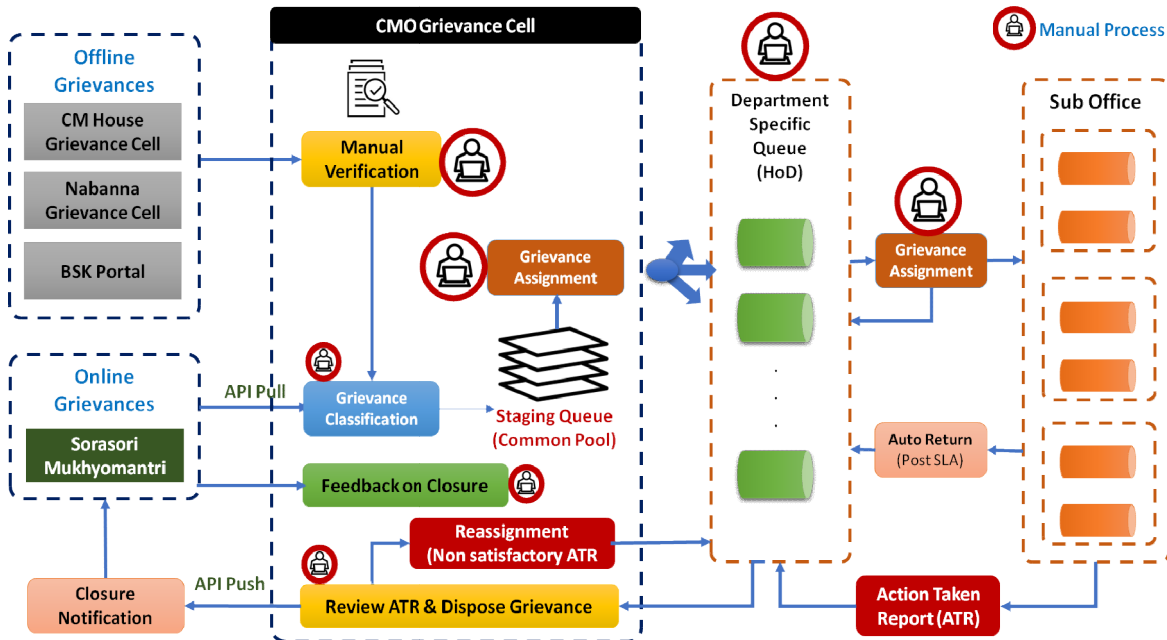
The re-development aims to achieve the following key objectives:

- **Enhanced Technological Infrastructure**
- **Improved User Interface and Experience**
- **Increased Grievance Inflow Handling Capacity**
- **Scalable Data Persistence Architecture**
- **Efficient Back-End Processes**
- **Advanced Analytics and Reporting**
- **Data Security and Compliance**

1. Grievance Process Flow

The current grievance process flow is as depicted in the following diagram:

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1. After receiving offline grievances, the raw data is sanitized, validated and classified, before uploading. Grievances received from Bangla Sahayata Kendras (CSCs) are system validated during entry. Grievances received through Sorasori Mukhyomantri Call Centre are being pulled through API integration.
2. After manual validation, the data is uploaded into the DB Server for processing. Data pertaining to grievances are stored in a common pool and the grievance team has access to it.
3. Based on classification, grievances are forwarded to departments manually. Forwarded grievances from the grievance cell is available in the common pool under the Head of Department (HoD) login.
4. Based on the grievance resolution requirements, HoDs assign grievances to appropriate sub-offices following the chain of hierarchy. HoDs can return the grievances to Grievance Cell in case they find the category is not correct or cannot be resolved by the sub-offices under them. They may also forward grievances to other HoDs, if the grievances fall beyond their jurisdiction authority. For all the grievances that HoDs find actionable they forward those to the appropriate sub-offices. Thereafter, the sub-office acts upon and submits action taken report (ATR) to the HoD.
5. Post review of the ATRs received from the Sub-Offices, the HoD forwards the conclusive ATR to the grievance cell for disposal. The system allows Grievance Cell to receive ATRs in respect of only those grievances from any particular HoD, which have been forwarded to that particular HoD.
6. The ATRs submitted by the HoDs are analyzed and disposed. In the entire process, all the logs have recorded and stored in the DB Server for future reference and tracking. SMS status update is triggered at every stage for maintain transparency and accountability.

2. Major Issues in the Current System

- **Extended Turnaround Time:** The average grievance TAT is high, primarily due to complicated process flow and too much human intervention.

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- **Lack of automation:** Manual interventions in the current MPI&GC Grievance Management Portal are frequent, indicating a reliance on human effort to address system challenges. These interventions are notable in handling complex grievances, navigating through complex processes and mitigating the limitations of the existing technology.
- **Limited MIS reporting:** The current MIS does not provide flexibility and sufficient customization options for generating reports tailored to specific stakeholder needs.
- **Monolithic architecture:** The entire application is designed and deployed as one single monolithic deployment unit. All sub processes are synchronous in nature impacting the grievance ingestion process.

3. Improvements to be Incorporated

The Portal needs to be completely redesigned incorporating

- Architectural improvements to overcome the issue of the TAT.
- Should be implemented using Microservices based architecture
- Should be deployed as containerized with auto-scaling enabled.

Some of the new features to be introduced are

- Rule based and AI based automated grievance routing to concerned authority
- Automated Grievance creation process in the system from grievance received as hard copy
- Automated categorization and prioritization of grievance
- Automated analysis of grievances and suggestion of response
- Flexible MIS reporting, customizable by user. User-friendly dashboards that presents key insights, trends, sentiments, actionable recommendations to stakeholders.
- Provision for extensive Analytics on the data, e.g., Predictive Analysis, Sentiment to Grievance Resolution Outcome Correlation, clustering analysis of issues etc.

4. Project Phases and Execution Model

The entire project will be split in two parts. A combination of Waterfall model and Agile Practices for the complete platform development needs to be adopted. Waterfall model will be for Part-1 in which core application development will be done, Agile practices to be used for Part-2 which will have AI/ML components developed. This mixed model aims to provide a structured and efficient approach, ensuring the stability of the core application while accommodating the dynamic and iterative nature of AI/ML development.

Part 1	Scope	Project Execution Model: Waterfall
	1. Functionalities to be delivered <ul style="list-style-type: none"> • Grievance entry • Verification • Auto assignment (rule based) • Action taken • Closure • Return of grievances to HoD/ Office if ATR not satisfactory (Manual) 	1. Initiation: <ul style="list-style-type: none"> ▪ Define the detailed functional, technical and data migration scope for the core application. ▪ Create the detailed plan for Phase-1. ▪ Define the testing strategy and acceptance criteria. ▪ Establish the project team, define detailed roles & responsibilities. 2. Requirements Gathering: <ul style="list-style-type: none"> ▪ Conduct a detailed requirements analysis for the core application, focusing on user needs, functionalities, and system specifications. ▪ Perform analysis of the Data, capture Data

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	<ul style="list-style-type: none"> • Pullback of grievances after disposal. • Auto return of “Matter taken up for further action” grievances to HoD/Office after given date. • Pullback of “Matter taken up for further action” grievances by HoD/Office before given date. • Auto forward Status of closed grievances to Sorasori Mukhyomantri team for feedback through API. • Getting feedback from Sorasori Mukhyomantri team after verification of disposed grievances through API. <p>2. Data migration</p>	<p>related requirements and define Data Migration Strategy.</p> <ul style="list-style-type: none"> ▪ Document the requirements in a comprehensive manner and get sign off of the stakeholders. <p>3. Design:</p> <ul style="list-style-type: none"> ▪ Create a detailed architectural blueprint for the core application. ▪ Develop design specifications ensuring alignment with the established requirements. ▪ Design the Data extraction, cleansing, transformation and uploading scripts. <p>4. Feature Development:</p> <ul style="list-style-type: none"> ▪ Develop the code ▪ Perform unit testing. ▪ Develop the Data Migration scripts. <p>5. Testing:</p> <ul style="list-style-type: none"> ▪ Conduct system testing, integration testing. ▪ Customer to conduct user acceptance testing and Project team to provide support and fix issues. It will be ensured that the UAT Testers are trained on the system functionality before they start testing. ▪ Resolve any defects or issues identified during the testing phase before proceeding to the next stage. ▪ Perform required cycles of data extraction, cleansing, transformation, uploading and testing. ▪ Conduct Load Testing, as applicable. ▪ Optimization of the system design & code and finalization of the production hardware requirement will be done during load testing. ▪ Get the system Security Audited through a CERT-In-Empanelled organization. <p>6. Deployment:</p> <ul style="list-style-type: none"> ▪ Deploy the fully developed and tested core application into the production environment. ▪ Migrate the cleaned and transformed data to production. ▪ Monitor the deployment process and ensure a smooth transition to the operational phase.
<p>Part 2</p>	<p>Scope</p> <ul style="list-style-type: none"> • OCR • AI augmented grievance summarization • AI enabled auto assignment • Document extraction and recommendation using LLM • ML powered sentiment analytics • BI/Analytics 	<p>1. Agile Planning:</p> <ul style="list-style-type: none"> ▪ Adopt the Agile practices for the development of AI/ML components, focusing on iterative planning and continuous feedback. ▪ Break down the AI/ML project into small user stories. <p>2. Development and Testing Iterations:</p> <ul style="list-style-type: none"> ▪ Apply an iterative development approach for AI/ML components, with frequent testing and validation of models during each sprint. <p>3. Feedback and Retrospectives:</p> <ul style="list-style-type: none"> ▪ Encourage regular stakeholder feedback to refine and adjust AI/ML models based on real-world performance. ▪ Conduct regular retrospectives to assess the effectiveness of the Agile process and implement improvements.

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		<p>5. Deployment and Integration:</p> <ul style="list-style-type: none">▪ Deploy AI/ML components incrementally, integrating them seamlessly with the core application.▪ Ensure compatibility and interoperability between the core application and the evolving AI/ML features. <p>6. Monitoring and Optimization:</p> <ul style="list-style-type: none">▪ Implement robust monitoring mechanisms for AI/ML models in the production environment.▪ Continuously optimize and enhance AI/ML components based on user feedback, performance metrics, and changing requirements.▪ Project Team will maintain a lean team for 6 months to perform the monitoring and doing the optimization as needed. Post that Customer IT team will continue.
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5. Data Migration

Data Migration needs to cater to following two areas

1. Currently in the existing MPI&GC Grievance Management Portal the data from June 2023 is available. This data needs to be extracted, cleaned (if required), transformed to the new system data structure and migrated to new system database. Post migration exhaustive testing needs to be done to validate data accuracy and completeness in the new environment.
2. The data prior to June 2023 is currently stored in a separate archive database. This data also needs to be extracted, cleaned (if required), transformed to the new system data structure and migrated to new system database.

6. Training

Providing training adopting the following approach is part of scope of work:

1. A Project training team will be formed who will be responsible to plan training programs, develop training material & coordinate the training.
2. Train-the-trainer approach will be used for the training. Customer will identify a Core Team (Trainers). The project team will train these trainers at Kolkata, who in turn will train other users at different levels across the locations, as necessary. Project Training Team will provide required help for these operational level trainings by providing training material and clarifications to queries.
3. Training sessions to the customer Core Team and System Administrator will be instructor-led classroom training on the Process, Functionality, and Reports etc. As applicable, each course will have a good mix of theory and hands-on exercises.
4. Softcopy of detailed Training manual of the system will be provided for users at different levels.
5. Project Team needs to ensure that the required training is completed to the Users who will be performing Acceptance Testing before start of UAT, required clarifications are provided and their queries/issues are addressed.

7. Training Deliverables:

The training deliverables for the project are as follows:

- a. **Training Plan:** A detailed training plan needs to be delivered providing
 - Rounds /Batches of Training to be conducted
 - The user groups to be trained in each round

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- Training curriculum
- Course
- Resource requirement
- Training Timeline

b. Training Courseware:

- Visual aids
- Training Database
- A training environment for practice

8. Post Go-Live Support

- Post go-live of Phase-1: at least 8 weeks' of Stabilization Period Support will be needed.
- During stabilization period the system needs to be handed over to Customer nominated IT Team who will be continuing with the Support and Maintenance after the Stabilization Period.
- Required Knowledge Sharing sessions need to be conducted for system handover. All the functional and technical design documents and code will be handed over.
- Post go-live of Phase-2: for at least 6 months project team needs to monitor the AI/ML components and perform the necessary tuning.
- During these 6 months Customer nominated IT Team will shadow the Project team to gather knowledge about the implemented AI/ML components.
- Project Team will be responsible for providing Warranty Support for 1 year post go-live. As part of warranty support, Project Team will fix the errors against the original scope in the software delivered.

9. Key Deliverables

1. The software needs to be delivered along with its related documents e.g. SRS, Technical Architecture, DFD etc.
2. Deploy the application in test environment, training environment and production for Go-live.
3. Provide Release Note along with the deliverable which includes the following:
 - Application source code
 - Database structure and it's dependencies with the application.
 - Infrastructure dependencies

10. Required Experience of the Key Staff

List of minimum key personnel/ staff

Sl. No.	Position	Minimum Years of Professional Experience	Specific Expertise
1.	Business domain expert	5	Should preferably have B.Tech/ M.Tech with PGDBM/MBA(as optional).
2.	Project Manager	10	Should preferably have B.Tech/ M.Tech, experienced in large Web Development, Mobility and System Integration projects. Work experience in government sector desirable

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3.	Technical team Lead / Senior Software Engineers / DBA	5	Should have a bachelor's degree. Must have extensive technical expertise (5+ years) on complex Web and Mobile App development, Database administration and configuration, System integration, Infrastructure setup, System support and maintenance
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- Age of the key staff proposed should not be more than 60 (sixty) Years on the last day of submission of proposal.
- The client reserves the right to ask for the details regarding the proof of age, qualification, experience and association of the key staff with the firm.
- System Integrators, who are executing ongoing mandates from Client, must propose a separate team of key staff while bidding for this project.
- A summary of experience (in one page) is to be provided by the System Integrator for each of the key staff.

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SECTION – B

ELIGIBILITY CRITERIA

1. The bidder and the consortium partner must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm. Documentary evidence to be submitted from both companies.
2. The bidder and the consortium partner should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid.
3. The Bidder and the consortium partner must have own office with manpower in West Bengal and own Support person at Kolkata so that any call reported is attended within the response time. Details address with contact details for own office at Kolkata to be submitted. HR Department of both the companies should certify the name of the Support person in bidder's letter head. Outsourced Support Service person will be not be allowed.
4. The bidder and the consortium partner should have valid Trade License, GST Registration Number & PAN. Photocopy of the documents should be submitted for both the companies.
5. The bidder and the consortium partner should have PF and ESI registration certificate and should submit the company PF and ESI statement for three months (September, October and November 2023).
6. The bidder and the consortium partner should be in the business of IT software services for last three years as on date of submission of bid. Valid documents should be submitted along with the bid from both the companies.
7. The bidder or consortium partner shall have executed "Similar Nature" (designed developed & implemented & maintenance of website/Portal in State Government / Central Government / Semi Government/PSU/Any Autonomous Body/ Institutions in India) of the project amounting Rs. 1.00 Crore in a single order or Rs. 1.5 Cr. in two orders or Rs. 2.00 Cr. in three orders in Government Department/PSU/Autonomous Body in last three financial years (considering FY –2020-21, 2021-22 & 2022-23). References order copy or agreement copy for the project to be provided.
8. The bidder should have an annual turnover of not less than Rs.3.00 crore on aggregate in the last three financial years (FY –2020-21, 2021-22 & 2022-23). Bidder shall have to submit Audited Accounts Balance Sheet/ Auditor Certificate in support of their claim.
9. Bidder and the consortium partner should have positive net worth during last three financial years (considering FY –2020-21, 2021-22 & 2022-23). Both the companies. shall have to submit Auditor Certificate in support of their claim.
10. Bidder or the consortium partner must have a minimum number of 15 Software Developer (own payroll) having minimum qualification of B.E/ B.Tech/ MCA or having 3 or more years of work experience in the domain of systems integration, as on date of submission of bid on its roll. Certificate from HR Department /Company secretary for number of technically qualified professionals employed by the company to be submitted.
11. The bidder shall have Quality Certificate (ISO 9001:2015), CMMI Level 3 Copy of valid Certificate to be submitted.
12. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

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13. The bidder and the consortium partner shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on letter head to be submitted from both the companies.
14. Bidder shall submit NIT Declaration (Section - P) duly signed by the authorized signatory of the company as per format. Deviation in format may not be accepted.

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SECTION – C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	24.01.2024
2	Documents download/sale start date (Online)	24.12.2023
3	Last Date and time of sending the queries (Offline)	01.02.2024 at 15.00 Hrs
4	Pre-Bid Meeting (On Line)	02.02.2024 at 12.00 Hrs
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	09.02.2024 at 14.00 Hours
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details.	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	16.02.2024 at 13.00 Hrs
10	Bid opening date & time for Technical Proposals (On line)	19.02.2024 at 11.00 Hrs
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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SECTION – D

INSTRUCTION TO BIDDER

1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

“Acceptance Test Document” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of issuance of the Letter of Award.

“Agreement” means the Agreement to be signed between the successful bidder and Webel Technology Limited including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Webel Technology Limited signs the agreement for supply, install, commission and render services for the systems.

“Contract” is used synonymously with Agreement.

“Contract Price” means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

“Contractor” means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

“Default Notice” shall mean the written notice of Default of the Agreement issued by one Party to the other.

“Installation” Shall means installation of supplied System Software, Software and associated accessories, implementation and integration of achieve functional objective define in the RFP.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the Department of PAR & e-Governance and eventually Gov. of West Bengal of the benefits of free and open competition.

“Good Industry Practice” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

“Government” / “Government. of W. Bengal” means the Government of West Bengal.

“GoI” shall stand for the Government of India.

“GoWB” means Government of West Bengal

“Installation” means that the laying down and installation of the Solution in accordance with this Contract.

“Personnel” means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

“Similar Nature of Work” means Design, Development, implementation & maintenance of Grievance Management Portal Redesign with robust feature enriched Content Management platform to improve UI/UX.

“Contract Performance Guarantee” or “Performance Bank Guarantee” shall mean the guarantee provided by a Scheduled Commercial Bank / Nationalized Bank to WTL by the successful bidder

“Project” means MPI&GC Grievance Management Portal Project for Design, Development, Implementation, & Maintenance as per the terms and conditions laid in the RFP and provision of Services in conformance to the SLA

“Project Implementing Agency is also termed as System Integrator (SI)” means the successful bidder whose bid has been accepted by the WTL and with whom the order has been placed as per requirements and terms & conditions specified in this RFP and shall be deemed to include the Bidder’s successors, representatives (approved by WTL), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract

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“**SI’s Team**” means the Successful Bidder along with all of its partners / OEMs, who have to provide goods & services to the Purchaser under the scope of this RFP / Contract. This definition shall also include any authorized service providers/partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the SI for the purposes of this SI /Contract

“**Request for Proposal/(RFP)**” means the documents containing the general, technical, functional, commercial and legal specifications for the implementation of the MPI&GC Grievance Management Portal for West Bengal including different Annexure and includes the clarifications, explanations, minutes of the meetings, corrigendum(s) and amendment(s) issued from time to time during the bidding process and on the basis of which bidder has submitted its Proposal

“**Tender**” or “**Tender Document**” means RFP

“**Timelines**” means the duration of the contract as described in the RFP

“**Working Day**” means any day on which any of the office of WTL shall be functioning, including gazetted holidays, restricted holidays or other holidays, Saturdays and Sundays

“**Project Plan**” means the document to be developed by the Contractor and approved by WTL, based on the requirements of the Contract and the Preliminary Project Plan included in the Contractor’s bid. For the sake of clarity, the Agreed and Finalized Project Plan” refers to the version of the Project Plan submitted by the contractor after receiving the letter of Award and the same approved by Webel Technology Ltd. The project plan may be changed/ modified during the course of the project. Should the Project Plan conflict with the provisions of the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

“**Services**” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“**Interest rate**” means “364 days Government of India (GoI) Treasury Bills” rate.

“**Law**” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“**LOI**” means issuing of Letter of Intent shall constitute the intention of the WTL to place the Purchase Order with the successful bidder.

“**Operator**” means the company providing the services under Agreement.

“**Requirements**” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“**Service**” means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work”

“**Termination Notice**” means the written notice of termination of the Agreement issued by WTL.

“**Uptime**” means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT” “**%Uptime**” means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”

“**Service Down Time**” (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled “WARRANTY SUPPORT”” are not available to Gov. of W. Bengal and its user departments and organizations.

“**WTL**” means Webel Technology Limited, a Government of West Bengal undertaking.

2. Pre Bid Meeting

Pre Bid Meeting will be held on 02.02.2024 at 12:00 hrs. (**On-Line Meeting**). Bidder can send their queries as per format (Section - M) to Purchase Department (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to Purchase Department (purchase@wtl.co.in) online pre-bid meeting. Based on the request WTL will share meeting id / links for meeting If there is any change in date and time then will inform.

3. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid and WTL will no case be responsible for those costs regardless of the conduct or outcome

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of the bidding process.

4. Bid Document

Bidder is expected to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the seriatim by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result of the bid.

5. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, WTL reserves the right to add/modify/delete any portion of this document by issuance of an Corrigendum, which would be published on the website and will also be made available to the all the Bidder who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. Modification and Withdrawal of Bids

The bidder cannot modify or withdraw its bid after submission.

7. Language of Bid & Correspondence

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

8. Bidder's Solution

The bidders are requested to study the scope of work mentioned in this document carefully. While working out the solution the bidder has to provide competitive professionals and may use of latest technologies to ensure the trouble free execution. While submitting the bid the bidder has to detail out all components needed to complete the required system. The bidder is required quote for each item retaining all major components/sub system detailed and specified. As the bidder will be responsible for smooth functioning of the system, availability of competitive resources during the tenure of the support period have to be take care by the bidder to maintain the guaranteed uptime.

9. Earnest Money Deposit (EMD) & Tender Fee

The bidder shall furnish Online Receipt against payment of Tender Fees and Earnest Money Deposit.

10. Refund of EMD

EMD will be refunded to the unsuccessful bidders without interest by following guidelines of circular 3975-F(Y) dated 28/07/2016 on final selection of Successful Bidders.

11. Forfeiture of EMD

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from

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participating in any job for a period of one year.

12. Forms And Formats

The various inputs for the Techno Commercial as Financial Bids are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

13. Lack of Information to Bidder

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not in any relieve the bidder of his responsibility to fulfill his obligation under the bid. If bidder has any queries relating to bid document then he can send the queries before the Pre Bid Meeting.

14. Contract Execution

On receipt of the Letter of Award/Order the contractor should submit a performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within two weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six months more than the completion period. All delivery will have to be completed as per the time schedule from the date of acceptance of contract and the contractor has to ensure all activities leading to the work of the contract to be completed within the stipulated time from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite materials, equipments, and manpower as per scope.

The contractor will raise necessary invoice for payment as per payment terms. On successful completion of contractual work the warranty period count down will start. The warranty service support will have to be provided for the period as mentioned from the date of Acceptance of the completed work by the WTL and the Directorate.

15. Time Schedule

The Start date for the New Grievance Management Portal development, implementation and maintenance project shall be as per RFP terms and condition.

The milestones and timelines of the assignment are given in the table below:

Sl No	Stage	Primary Deliverables	Timeline
1	System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to WTL for a signoff	SRS, FRS and System Study Report	2 (Two) weeks after receipt of Work Order
2	PART 1: Revamping, Designing & Development, Customization & and Development of the Software & Deployment in Staging Environment: Includes Customization, Configuration, Designing & Development, Deployment of Software in Staging Environment including integration with others	Design, Development, Customization, deployment, Integration, Test Cases	8 (eight) weeks after the signoff of SRS
3	PART 2: . Agile Planning: Development and Testing Iterations: Feedback and Retrospectives: Deployment and Integration: Monitoring and Optimization: Project Team will maintain a lean team for 6 months to perform the monitoring and doing the optimization as needed. Post that Customer IT team will continue	<ul style="list-style-type: none">• OCR• AI augmented grievance summarization• AI enabled auto assignment• Document extraction and recommendation using LLM	10 (Ten Weeks) after successful UAT of Part 1.

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		<ul style="list-style-type: none"> ML powered sentiment analytics BI/Analytics 	
4	UAT & UAT Sign-off	UAT Sign-off	Part 1: One (1) week after deployment in Staging Environment Part 2: One (1) Week after deployment in Staging Environment.
	Security Audit through Cert-In empaneled Security Auditor & Closure of all Vulnerabilities /open issues	Completion of Security Audit & submission of Safe-to-Host certificate by Cert-In empaneled Security Auditor	02 (two) week after UAT Sign-off
5	Training & Hand holding	Successfully completion of training & handholding	03 (Three) weeks after UAT Sign-off for Part 1
6	Go-live of Grievance Management Portal including completion of all integration with others	Go-live	21 Weeks after award of Contract/Issue of Work Order.
7	Warranty Support including Application-level support and incorporation of change request for One years from the date of go-live. (includes product upgrades and maintenance, hosting support and manpower support)	On completion of the date of go-live for One years and submission of quarterly progress report	One Year After Go Live of Part 1 and Part 2.

16. Liquidated Damage

In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the bidder for sum not less than 0.5% of the contract value, each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the bidder and PBG will be invoked.

17. Liability

In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

18. Patents & Copyright

If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL.

- Promptly notifies Contractor in writing of the claim
- Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to

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enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor determines that none of these alternatives is reasonably available, WTL agrees to return the product to Contractor on Contractor's written request. Contractor will then give WTL a credit equal to for a machine. WTL's net book value (provided WTL has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WTL or 12 months charges (whichever is lesser) and for materials the amount paid by WTL for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

19. Suspension of Work

WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall, if WTL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

20. Terms of Payment

Payment terms will be on back-to-back basis; i.e., payment will be made only on receipt of acceptance & concurrence from the Directorate/ Department.

Payment Milestone:

#	Description	% of component	Basis for approval
1	<p>Takeover of existing Grievance Management Portal along with existing infrastructure</p> <p>i. Takeover and maintenance of the existing application</p> <p>ii. Support for infrastructure at SDC(including all Hardware, Software and licenses) till Go-Live of New Grievance Management Portal (In As Is condition)</p>	Nil	i. Against the milestone and delivery plan subject to verification and confirmation.
2	Grievance Management Portal Development, Deployment and Go-Live (Cloud Ready), including Data Migration from old portal to new portal	<ul style="list-style-type: none"> • Submission of SRS, FRS, Data migration Plan- <u>10% of the Project value</u> • Deployment at Staging, UAT Completion & make ready for Application Security Audit Compliance- <u>20% of the Project value</u> • Part 1: Deployment of end-to-end system for redeveloped portal with all features services- <u>30% of the Project Value</u> • Part 2: Deployment of End-to-End System with all AI/ML Components in SDC – <u>30% of Project value</u> • <u>Remaining 10%</u> after 3 months of completion of task, including implementation of all necessary changes, etc. 	<p>i. Submission of documents along with signoff</p> <p>ii. Deployment on cloud along with signoff</p> <p>iii. Security Audit Clearance Certificate from Cert-In Auditor</p> <p>iv. On satisfactory performance of application after 3 months</p>

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#	Description	% of component	Basis for approval
4	Grievance Management Portal – Warranty Support, O&M of Applications after Go-Live of New Grievance Management Portal (1 Years)	Quarterly payment in 4 quarters (in equal installment per quarter of the component) – <u>10% of total Project value</u>	On submission of Invoice and Server and Application Uptime Report.

21. Governing Laws

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

22. Corrupt or Fraudulent Practices

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

23. Binding Clause

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,

To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

24. Contractor's Employees

The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.

25. Safety Measures

The Contractor shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Contractor shall take adequate measures to protect the work and prevent accident during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the contractor in taking proper precautionary measures the contractor shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

26. Equipment

All tools & tackles necessary for the work shall have to be procured by the contractor unless

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otherwise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of these equipments during the course of the execution of the work.

27. Sub-Contract

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable.

28. Termination for Default

WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

29. Bankruptcy

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WTL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WTL.

30. Force Majeure

It is hereby defined as any cause, which is beyond the control of the Contractor or WTL as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upto its or their performance of the Contract and to fulfill its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

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No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim from damages or additional cost or expense occurred by the delay or nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

31. Performance Bank Guarantee (PBG)

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – O).

32. SI/Bidder/Contractor's Responsibilities

Refer Section – B

33. No waiver of Rights

Neither the inspection by WTL or any of their agents nor any order by WTL for payment of money or any payment for or acceptance of the whole or any part of the works by WTL, nor any extension of time, nor any possession taken by WTL shall operate as a waiver of any provision of the contract or of any power reserved to WTL, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

34. Enforcement of Terms

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

35. Period of Validity of Offer

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, WTL may ask for extension of the period of validity and such a request shall be binding on Bidders. WTL's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

36. Discrepancies in Bid

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.
- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

37. Bid Due Date

The online tender has to submitted not later than the due date and time specified in the Important Dates Sheet. WTL may as its discretion on giving reasonable notice by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WTL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

38. Late Bid

Any proposal received by WTL after the deadline for submission of proposals may not be accepted.

39. Opening of Bid by WTL

Bids shall be opened and downloaded electronically through operation of the process in the e-Tender portal in presence of Tender Committee. Bidders interested to remain present during electronic bid opening may attend the bid opening session at WTL premises at scheduled date & time.

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40. Contacting WTL

Bidder shall not approach WTL officers beyond office hours and/or outside WTL office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WTL office in the decision on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WTL, it should be in writing following the procedure mentioned hereinabove.

41. WTL's Right to Reject any or all Bids

WTL reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

42. Bid Currencies

Prices shall be quoted in Indian Rupees, inclusive of all prevailing GST, levies, duties, cess etc.

43. Price

- Price should be quoted in the Price Bid format only. No deviation in any form in the Price Bid sheet is acceptable.
- Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WTL reserves the right to reject such vague offer.
- Price to be quoted inclusive of supply, installation, commissioning and other charges.

44. Canvassing

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

45. Non-Transferability of Tender

This tender document is not transferable.

46. Formats and Signing of Bid

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory (ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words/figures completely.

47. Withdrawal of Bid

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible bidders for any additional item(s) of work not mentioned herein, if so required.

48. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

49. Preparation of Tender

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.

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- d) Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- f) Each and every page of the tender document must be signed with company seal by the bidder.
- g) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

50. Final Inspection

Final inspection will be carried by the authorized representative from WTL.

51. Site Inspection

Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary permission from Directorate in writing. WTL will organize such permission. Necessary space for the work by the selected service providers will be arranged by the Registration office.

52. Clarification of Bid

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response should be in writing (fax/email). No change in the quoted bid price is permitted.

53. Compliance with Law

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

54. Erasures or Alternations

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

55. Deemed Acceptance

Deliverables will be deemed to be fully and finally accepted by Department in the event Department has not submitted such Deliverable Review Statement to Bidder/Implementation Partner before the expiration of the 30-days review period, or when Department uses the deliverable in its business, whichever occurs earlier ("Deemed Acceptance").

56. Quality Control

- The contractor is obliged to work closely with WTL and/or Department staff, act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and free WTL and Department from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold WTL and Department responsible.
- The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of WTL/Department.
- Department/WTL reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WTL shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of WTL does not relieve the contractor of the responsibility for quality control in all phases.

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- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

57. General Terms

- All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- No Technical/Commercial clarification will be entertained after opening of the tender.
- Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- The customer/WTL at its discretion may extend the deadline for the submission of Bids.

58. MISCELLANEOUS

The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Kolkata shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

The Client, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - consult with any Applicant in order to receive clarification or further information;
 - retain any information and/or evidence submitted to the Client by, on behalf of and/or in relation to any Applicant; and/or
 - Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.
- It shall be deemed that by submitting the Proposal, the Applicant agrees and releases the Client, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.
 - All documents and other information provided by Client or submitted by an Applicant to Client shall remain or become the property of Client. Applicants and the System Integrator, as the case may be, are to treat all information as strictly confidential. Client will not return any Proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the System Integrator to Client in relation to the project shall be the property of Client. The Client reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record

59. CONSORTIUM

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Single bidder or consortium (only one partner) is allowed to bid with requisite qualification of the Members as per the Eligibility Criteria mentioned in Section B.

Bidders, intending to participate in consortium shall submit a duly notarized "Consortium Agreement" in the format provided in Annexure:

60. SPECIAL CONDITIONS

1. Statutory Requirements

1. During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment there of governing inter-alia customs, stow a ways, foreign exchange etc. and shall keep WTL indemnified in this regard.
2. The Selected Bidder and their personnel/representative shall not alter / change / replace any hardware component proprietary to WTL and/or under warranty or AMC of third party without prior consent of WTL.
3. The Selected Bidder and their personnel/representative shall not without consent of WTL install any hardware or software not purchased / owned by WTL.

2. Contract administration

1. Either party may appoint any individual / organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to:
 - (a) Exercise all of the powers and functions of his/her Party under this contract, other than the power to amend this contract and ensure proper administration and performance of the terms hereof; and
 - (b) Bind his or her Party in relation to any matter arising out of or in connection with this Contract.
2. The Selected Bidder shall be bound by all under takings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this contract, for and on their behalf.
3. For the purpose of execution or performance of the obligations under this Contract, WTL representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by WTL representative during the course of this contract in relation to the performance of its obligations under the terms of this contract and the Tender.
4. A committee comprising of representatives from WTL and the Selected Bidder shall meet on a fortnightly / quarterly basis to discuss any issues / bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings and circulate to WTL.

3. Right of Monitoring, Inspection and Periodic Audit

WTL reserves the right to inspect and monitor / assess the progress / performance at any time during the course of the Contract, after providing due notice to the Selected Bidder. WTL may demand, and upon such demand being made, the selected bidder shall provide with any document, data, material or any other information required to assess the progress of the project. WTL shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations / functions in accordance with the standards committed to or required by WTL and the Selected Bidder undertakes to cooperate with and provide to WTL / any other Consultant / Agency appointed by WTL, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit / assessment would need to be rectified by the Selected Bidder failing which WTL may, without prejudice to any other rights that it may have, issue a notice of default.

4. Manpower deployed by SI

Replacement of resources shall generally not be allowed. The replacement of the resource by the bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present employer or physically unfit.

In case of failure to meet the standards of WTL, (which includes efficiency, cooperation, discipline and

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performance) WTL may ask the bidder to replace the resource without any penalty for the replacement /exit.

The replaced resource will be accepted by WTL only if he / she qualification / experience is same or more mentioned in this RFP and is found suitable to the satisfaction of WTL. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of WTL. The Selected Bidder shall be allowed maximum of 30 days to replace the resource.

The penalty per resource would be imposed in case of exit / replacement of resource from the project. After expiry of 30 calendar days of exit, a penalty of Rs. 1500 per working day per resource will also be imposed till suitable replacement is not being provided by the bidder.

However, WTL is free to relieve any resource at any time (beyond the minimum committed period) during the contract period without any penalty by serving 15 days advance notice.

5. Information Security

The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods / material in physical or electronic form, which are proprietary to or owned by WTL, out of the premises, without prior written permission from WTL.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by WTL, whichever is earlier, return any and all information provided to the Selected Bidder by WTL, including any copies or reproductions, both hard copy and electronic.

Selected Bidder acknowledges that Govt. of West Bengal business data and other Govt. of West Bengal proprietary information or materials, whether developed by WTL or being used by WTL pursuant to a license agreement with a third party (the foregoing collectively referred to herein as –proprietary information) are confidential and proprietary to WTL ; and Selected Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Selected Bidder to protect its own proprietary information. Selected Bidder recognizes that the good will of WTL depends, among other things, upon Selected Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Selected Bidder could damage WTL, and that by reason of Selected Bidder 's duties hereunder. Selected Bidder may come into possession of such proprietary information, even though

Selected Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Selected Bidder shall use such information only for the purpose of performing the said services.

Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by WTL, whichever is earliest, return any and all information provided to Selected Bidder by WTL, including any copies or reproductions, both hard copy and electronic. However Selected Bidder shall be entitled to retain its working papers.

6. Ownership of Equipment

WTL shall own all the equipment, Licenses and any solution supplied by the Selected Bidder arising out of or in connection with this Contract.

Notwithstanding the above, it is agreed that nothing contained herein above shall be applicable to Selected Bidder's pre-existing materials (i.e. Materials owned by the Selected Bidder's which were created and developed prior to this Agreement without direct reference to the deliverables under this Agreement) which may now be incorporated by the Selected Bidder's into the final deliverables / reports or the like, supplied to WTL here under in the course of delivering the Services pursuant to this Agreement. However, in the event any such pre-existing material is used in the deliverables / reports provided to WTL by the Selected Bidder, the Selected Bidder hereby agrees to grant WTL an non-exclusive, paid-up, royalty free and perpetual license to use such pre-existing material as it exists in the deliverable / reports prepared by the Selected Bidder as a part of this Agreement.

7. Risk Management

The Selected Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the Selected Bidder under this Contract. Selected Bidder shall underwrite all the risk related to its personnel deputed under this Contract as well as equipment and components of the project, procured for the project, equipment, tools and any other belongings of the Selected Bidder or their personnel during the entire period of their engagement in connection with this Contract and take all essential steps to reduce and mitigate the risk. WTL / Government will have no liability on this account. Selected Bidder shall, at his own expense, arrange appropriate comprehensive insurance to cover all risks

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assumed by the Selected Bidder under this Contract. In connection with the provision of the Services, the Service Provider must have and maintain for the Agreement Period, valid and enforceable insurance coverage for:

- i. Public liability;
- ii. Either professional indemnity or errors and omissions;
- iii. Product liability;
- iv. Workers 'compensation as required by law; and
- v. Any additional types specified in Schedule I; and

The Implementation Agency must, on request by WTL, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required. The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation. WTL or its nominated agencies may, at its election, terminate this Agreement upon the failure of Implementation Agency, or notification of such failure, to maintain the required insurance coverage. Inadequate insurance coverage for any reason shall not relieve Implementation Agency of its obligations under this Agreement.

8. Indemnity

The Selected Bidder shall execute and furnish to WTL, a Deed of Indemnity in favor of WTL, in a form and manner acceptable to WTL, indemnifying WTL from and against any costs, loss, damages, expense, claims, including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- a. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third Party in connection with or incidental to this Contract; or
- b. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.
- c. The indemnity shall be to the extent of 100% of project cost in favor of WTL.

9. Sign-off Deliverables

The following are the broad list of deliverables that the SI has to submit. However, the detailed list of deliverables would depend on the Project Plan submitted by SI.

- Inception Report
- Software Requirement Specification (SRS) study and the document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
- Functional Requirement Specification (FRS)
- Process Flow, Workflow.
- Software Design Document including Software Architecture Design, Logical and Physical Database Design.
- Development of Software
- Complete Source Code with documentation.
- Test Plans and Test cases (including Unit Test Plan, System / Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan).
- Software Testing Documentation (including details of defects / bugs / errors and their resolution).
- Tools to monitor the SLA should be supplied by the Implementing Agency.
- Trial Run, Test Run, User Acceptance Test.
- Training Manuals and literature.
- User Training.
- Manuals – Systems Administration Manuals, User Manuals, Installation Manuals, Operational Manuals, Maintenance & Support Manuals, and Stake-holder reference Manuals.
- Periodic Status and Review Reports.

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- Internal Review and testing documents of the Implementation Agency.
- Remote Support.
- Exit Plan.
- High Level and Low-Level Design
- Functional and non-functional testing
- Detailed Project Plan
- Detailed System Study Report
- Grievance Management Portal architecture documents.
- GUI design (screen design, navigation, etc.).
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans.
- SLA and Performance Monitoring Plan.
- The training manuals and administration manuals.
- Backup Policy & Security Policy
- Source Code (The Source Code of the complete solution would be owned by Government of West Bengal)
- Training and Knowledge Transfer Plans.
- Issue Logs.
- Any Other document deemed necessary or relevant

Application infrastructure of MPI&GC Grievance Management Portalis planned to be hosted in State Data Centre as well as Disaster Recovery Site at Purulia IT Park through leveraging of Cloud Enabled Platform using Hyperconverged infrastructure (HCI), secured network and secured Security sub-systems, Storage & backup system

Besides the Server Operating System & Database Software (community edition) SDC does not provide any other System Software configured in each of the Virtual Machine using HCI based Cloud Enabled Platform.

WB Data Centre is equipped appliance-based Server Load Balancer in the DMZ Zone and Internet Gateway Security Sub-System.

Cloud Enabled Platform of Data Centre will be leveraged for on-premise Cloud hosting (including Data Storage, data backup, data restore) for deployment of proposed application including of all system, software, database software and supporting software.

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SECTION – E

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head in original)

To

**Webel Technology Limited
Plot – 5, Block – BP, Sector - V,
Salt Lake City,
Kolkata – 700091.**

Sub: Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal.

Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipment and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit & Tender Fee: We have transferred EMD & Tender Fee amount online through e-Tender Portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

WEBEL TECHNOLOGY LIMITED

Dated, thisday of2024

Thanking you, we remain,

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

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SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- The Eligibility Criteria (Section - B) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would evaluate the Techno Commercial Evaluation. In order to facilitate the evaluation. The marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of 80 marks in the Techno Commercial Evaluation will only be considered for further evaluation.
- After qualifying in Techno Commercial Evaluation, qualified bidders will only be considered for Financial Bid evaluation.

2. TECHNO COMMERCIAL EVALUATION CRITERIA

Sl no	Parameter	Max score	Score Details Breakup	Documents Required
1.	Company strength or Key personnel (Lead Bidder only)	15	Team strength: More than 30 = 10 marks Additional 5 marks for resources handling assignments worth more than INR 50 lakhs with State Govt departments/Organizations	Declaration on Letter Head signed by HR Department of Bidder/Authorized Signatory. Copy of PF Statement for Last 12 months, to be submitted for all employees, as per declaration.
2.	Financial Capability of the Bidder (Lead Bidder in case of Consortium)	15	Aggregate annual turnover in last 3 financial years: More than INR 3 crores: 5 marks More than INR 4 crores: 10 marks More than INR 6 crores: 15 Marks	Audited Balance Sheet for 2020-21, 2021-22, 2022-23, certified by Auditor/CA OR CA Certificate for total turnover of the company.
3.	Experience in Website Design & Development and maintenance with minimum value of INR 10 Lakhs and above during the past 5 financial years for any State/Central Govt department/ PSUs/Corporates (Lead Bidder/Any member of the consortium)	30	Per Project = 5 marks (Maximum of 5 marks for 5 exactly similar projects) Additional 5 marks for handling assignments/projects in AI/ML based BI solutions worth more than INR 35 Lakhs with State Govt departments/organization	Work Order/LOA/Completion Certificate. Bidder/partner in Consortium must provide declaration of each project citation, providing project details.
4.	Project Presentation on understanding of scope of work, Solution approach, methodology and technical solution.	40	Presentation should include <ul style="list-style-type: none"> • Understanding of Project Scope (10) • detailed approach and methodology (10) • Resource deployment and execution plan 	Bidders must submit/ provide: <ol style="list-style-type: none"> 1) Project Technical Proposal in Doc and PPT format for all the areas, along with bid. 2) CVs of key resources to be deployed, as part of proposal. 3) Presentation to be

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			(10) <ul style="list-style-type: none"> • proposed technology Platform (10) 	made to technical committee. Total marks shall be given on evaluation of the technical proposal submitted along with bid documents and presentation in presence of all technical committee members.
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NOTE: All related documents to be uploaded

*Marks on Technical Understanding will be awarded based on the technical presentation.

2. FINAL EVALUATION & AWARDING OF CONTRACT

Financial Proposal of the bidders qualifying in the evaluation of Techno Commercial Evaluation will be evaluated. The bidder who has qualified in the Techno Commercial evaluation and whose Financial Bid Is evaluated the lowest (L1) would normally be awarded the contract subject to the conditions mentioned in Annexure – III (Section – B).

3. POST QUALIFICATION:

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures. At the time of post-qualification, Directorate of Registration and Stamp Revenue may also carry out tests to determine that the performance or functionality of the Information System offered meets those stated in the detailed Technical Specification.

4. TECHNICAL PRESENTATION

The eligible bidders shall give a technical presentation to portray their understanding of the scope of work & responsibility for the same in front of the Technical Evaluation Committee/Customer. The date, time and venue of technical presentation for the eligible bidders will be intimated in due course. Bidder has to give a technical presentation of following points:

- Understanding of Project Scope
- Detailed approach and methodology
- Resource deployment and execution plan
- proposed technology Platform

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SECTION – G

GUIDANCE FOR E-TENDERING

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the Bidders to participate in e-Tendering.

- **Registration of Bidder:**
Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.
- **Digital Signature Certificate (DSC):**
Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token.
- The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- **Participation in more than one work:**
A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.
- **Submission of Tenders:**
Tenders are to be submitted through online to the website stated above in two folders at a time, one in Techno Commercial Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats)

The proposal should contain scanned copies of the following in two covers (folders).

Techno Commercial Cover:

Technical Document 1 (scanned & join in pdf format then upload)

1. Copy of Remittance details of Earnest Money Deposit (EMD)
2. Copy of Remittance details of Tender Fee

Technical Document 2 (scanned & join in pdf format then upload)

1. NIT Declaration duly stamped & signed in letter head of bidder (Section – P)
2. Bid Form as per format (Section – E)

Technical Compliance (scanned & joins in pdf format then upload)

1. Proposed Solution Architecture (Section – Q)
2. Description Approach, Methodology and Work Plan (Section – R)
3. Curriculum Vitae (CV) (Form-I), Declaration of Source Code and Intellectual Property Rights (Form-II), Undertaking of Patent Rights (Form-III), Undertaking of Exit Management and Transition (Form-IV)
4. Technical Evaluation Matrix (Annexure-I & II)

Financial Cover:

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BOQ will be downloaded and same will be uploaded with quoted rates. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

NON-STATUTORY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:

(In each folder, scanned coy will be uploaded with single file having multiple pages)

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • GST Registration Certificate • PAN • Trade License • As required
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • As required
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages) • As required
		CONSORTIUM AGREEMENT (Section I)	Consortium Agreement (Duly Notarized), if applicable.
C	CREDENTIAL	CREDENTIAL 1	Order copies as per Section – B
		CREDENTIAL 2	Other documents, if any
D	DECLARATION		
		DECLARATION 1	Financial Capability of Bidder as per format (Section – K)
		DECLARATION 2	Bidder's Details as per format (Section – L)
		DECLARATION 3	Details of Order Execution as per format (Section – J)
		DECLARATION 4	As required
F	FINANCIAL INFO	P/L & BALANCE SHEET 2019-2020	P/L & BALANCE SHEET 2020-2021
		P/L & BALANCE SHEET 2020-2021	P/L & BALANCE SHEET 2021-2022
		P/L & BALANCE SHEET 2021-2022	P/L & BALANCE SHEET 2022-2023

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SECTION – H

UNPRICED BOO/COMMERCIAL BID DETAILS

Sl. No.	Description	Unit	Quantity
1	Takeover of existing MPI&GC Grievance Management Portal along with existing infrastructure i. Takeover and maintenance of the existing Web Application ii. Support for infrastructure at SDC till Go-Live of MPI&GC Grievance Management Portal(In As-Is condition)	Lump sum	1
2	Part 1 -Application Design, Development, Deployment at Primary & DR Site for Grievance Management Portal Portal, UAT with the department including Data Migration from old portal to new portal with closure of all open issues/vulnerabilities as per Cert –In empaneled auditor, Go-live of Portal	Lump sum	1
3	Part 2: Development and Delivery of AI based components of the Grievance Management Portal Portal <ul style="list-style-type: none">• OCR• AI augmented grievance summarization• AI enabled auto assignment• Document extraction and recommendation using LLM• ML powered sentiment analytics• BI/Analytics	Lumpsum	1
4	MPI&GC Grievance Management Portal–Post Go-live Warranty Support, O&M of Applications after Go-Live of New MPI&GC Grievance Management Portal(1 Years from the date of Go-Live) (excluding System Administration & Database Administration of Grievance Management Portal Application infrastructure hosted at DC & DR post application deployment & Go-live)	Lump sum	1

Note: The MPI&GC Grievance Management Portal shall be designed & developed using Open Source Technology which is platform independent like Java, NodeJS etc. and robust framework based technology platform. Cost involvement towards all related 3rd party Software tools, connectors, dependency software have to be factored into by the bidders while submission of bids.

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SECTION – I

CONSORTIUM AGREEMENT FORMAT

(Tender No. WTL/CRMU/GMP/23-24/001 dated 13/12/2023)

(TO be given on Rs.100 stamp paper)

This Consortium Agreement ("Agreement") is executed on this ___ day of _____, 2022 by and between ^[]_[SEP] _____, ("Lead Member"), a Company incorporated under the laws of ^[]_[SEP] _____ having its Registered Office at _____ (hereinafter called the "Lead Member", which expression shall include its successors, executors and permitted assigns) of the First Part; ^[]_[SEP]

And ^[]_[SEP]

_____, a Company incorporated under the laws of ^[]_[SEP] _____ having its Office Registered ^[]_[SEP] at _____ (hereinafter called the "**Consortium Partner**", which expression shall include its successors, executors and permitted assigns) of the Second Part. ^[]_[SEP]

(Each Member individually shall be referred to as the "Member" or "Party" and both the Members shall be collectively referred to as the "Members" or "Parties" in this Agreement).

WHEREAS, WTL has issued Tender No XXXXXXXXXXXXXXXXXXXX (hereinafter "The Tender") for Request for Proposal (RFP) Document for **Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal** and invited bids for this purpose.

AND WHEREAS, the Tender stipulates that the Lead Member may enter into a Consortium Agreement with another Company/ Corporate entity to fulfil the Technical Eligibility Criteria stipulated in Tender

NOW THEREFORE, THIS AGREEMENT WITNESSTH AS UNDER

In consideration of the above premises and agreements all the Members in this Consortium agreement do hereby mutually agree as follows: ·

1. We, the Members of the Consortium and Members to the Agreement do hereby unequivocally agree that _____ shall act as the Lead Member for the Consortium.
2. The Lead Member shall be liable and responsible for ensuring the individual and collective

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commitment of each of the Members of the Consortium in discharging all of their respective obligations. Each Member further undertakes to be individually liable for the performance of its part of the obligations envisaged in this Agreement.

3. Subject to the terms of this Agreement, the Consortium Partner shall be responsible for providing technical knowledge required for the Tender to the Lead Member. Furthermore, Lead member and Consortium Partner shall enter into a separate definitive agreement (hereinafter referred to as "Definitive Agreement") with each other defining respective rights, duties, obligations, liabilities, etc. of both the parties for the performance of the obligations as per the Tender.

4. This Agreement shall be construed and interpreted in accordance with the Laws of India and courts at Kolkata alone shall have the exclusive jurisdiction in all matters relating thereto and arising there under.

5. It is hereby further agreed that in case of being shortlisted, the Members do hereby agree that they shall abide by the terms & conditions of the Tender.

6. It is further expressly agreed that this Agreement shall be irrevocable and shall form an integral part of the bid submitted to WTL and shall remain in full force and effect until the date of occurrence of any of the following events or conditions. whichever shall first occur: -

- a) Termination of the Tender; ^[]_[SEP]
- b) Rejection of Bid submitted by the Parties in consortium with each other; ^[]_[SEP]
- c) Contract/Bid is awarded to a third party; ^[]_[SEP]
- d) The Lead Member decides not to submit the Bid. ^[]_[SEP]

6. 1 Consequences of Termination/ expiry ^[]_[SEP]

(a) Each Party shall handover all information, documents, materials, Confidential Information of the other Party as may be provided by such other Party in accordance with the terms of this Consortium Agreement within 15 (fifteen) days of termination of this Consortium Agreement.

(b) The Consortium Partner shall maintain all data, all necessary and required records, registers and accounts in respect of the services provided and shall furnish the same to Lead Partner on request.

7. In case the Consortium is declared as successful bidder and Contract is awarded to the Consortium, then Lead Member and Consortium Partner shall enter into Definitive Agreement defining respective rights, duties, obligations, liabilities etc. of both the parties for the performance of the obligations as per Tender. Further, the Consortium Members shall continue to be members of the Consortium and continue to fulfil their respective obligations/scope of work under this Consortium Agreement post award of the Bid/Contract, for the duration specified in the Tender.

WEBEL TECHNOLOGY LIMITED

8. It is hereby expressly understood between the Members that no Member at any given point of time, may assign or delegate its rights, duties or obligations under this agreement without the explicit permission of WTL.

9. Each Party to this Consortium Agreement shall bear its respective costs, expenses and liabilities as a result of its obligations and efforts under this Agreement. Neither Party shall have any right to any reimbursement, payment or compensation of any kind from each other during the period prior to the award of the contract by WTL nor, any other contract executed in consequence of this Consortium Agreement. However, it is clarified that this clause shall not apply over the Definitive Agreement entered into between both the parties as per this agreement.

10. This Agreement:^(SEP)(a) has been duly executed and delivered on behalf of each Member hereto and constitutes the legal, valid, binding and enforceable obligation of each such Member; b) sets forth the entire understanding of the Members hereto with respect to the subject matter hereof; and^(SEP)(c) May not be amended or modified except in writing signed by each of the Members and with prior written consent of WTL.

11. If at any time any dispute, differences or question arises between the Parties concerning the meaning, construction, interpretation, effect and scope of this Consortium Agreement regarding the respective rights and liabilities of the Parties under this Consortium Agreement, then such disputes, differences or question shall be amicably resolved through mutual discussions and negotiations ; if the Parties fail to resolve such dispute within 30 days of commencement of amicable settlement process such dispute shall be referred to and finally resolved by arbitration in accordance with the Arbitration and Conciliation Act, 1996 (as amended from time to time). The Arbitration procedure shall be conducted in English language at Kolkata. The arbitration award passed by the sole arbitrator (mutually appointed by the parties) shall be final and binding on the Parties.

12 Legal Relationship

12.1 Relationship between the Parties is on principal to principal basis. This Consortium Agreement does not in any respect make Consortium Partner an agent or a partner of the Lead Member nor does it establish any joint venture between the Parties or authorize the Consortium Partner to transact any business in the name of the Lead Member or to incur any obligation or liability for or on behalf of the Lead Member except as otherwise specifically set forth herein or as may be agreed upon specifically in writing.

12.2 Each Party confirms it is acting on its own behalf and not for the benefit of any other Party.

WEBEL TECHNOLOGY LIMITED

13. Indemnity

Each Party (the Indemnifying Party") shall indemnify, defend and hold harmless the other Party (the Indemnified Party") from any and all direct costs, losses, liabilities or expenses (including reasonable attorneys' fees) incurred by the Indemnified Party to the extent arising from the breach by the Indemnifying Party of any of its obligations under this Consortium Agreement.

Each Party acknowledges that monetary damages would not be a sufficient remedy for any breach of this Consortium Agreement by such Party and that the other Party would suffer irreparable harm as a result of any such breach. Accordingly, each Party will be entitled to equitable remedies, including but not limited to injunctive relief and specific performance for any breach or threatened breach of this Consortium Agreement by the other Party, in addition to any other rights or remedies available to such Party.

14. Limitation of Liability

No Party shall be liable towards the other Party for consequential, indirect, incidental, or special (including multiple or punitive) damages of any kind, including, but not limited to, lost orders, sales or profits.

15. Assignment

Neither party shall have the right to assign or otherwise transfer, in whole or in part, any of its rights or obligations under this Consortium Agreement without obtaining prior written consent from the other party.

16. Severable Terms

The provisions of this Consortium Agreement are severable. If any provision is determined by a court of competent jurisdiction to be in valid, void or unenforceable under the existing law, that provision shall be modified to the extent necessary to make it enforceable. The remaining provisions of this Consortium Agreement or validity of this Consortium Agreement shall not be affected or impaired thereby.

17. Waiver and Amendment

No provision of this Consortium Agreement shall be modified or waived, except by a writing signed by an authorized person from each party in presence of two witnesses .Any failure or delay in asserting any provision or breach does not waive that or any other provision or breach. A waiver does not act as a waiver of any provision or breach on any other occasion.

Entire Agreement

WEBEL TECHNOLOGY LIMITED

This Consortium Agreement sets forth the entire understanding and agreement of the Parties with respect to the subject matter hereof and supersedes all other oral or written representations, arrangements and understanding.

Counterparts

IN WITNESS WHEREOF, the Members have, through their authorized representatives, executed these present on the Day, Month and Year first mentioned above.

For ____
Witnesses:

- 1.
- 2.

For ____
1.

- 2.

This Agreement shall be executed in two counterparts that together shall constitute one and the same instrument. Each Party shall retain one counterpart.

WEBEL TECHNOLOGY LIMITED

SECTION – J

TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024)

Sl. No.	Project Name	Start Date	End Date / Status	Brief description of project & scope of work (implementation, operation & maintenance)	Type of project	Approx. value of the project	Contact details of the Customer

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- A. Type of Project shall indicate the implementation of services (Revamping, Designing, Development, Web Service Integration, Data Entry, Uploading, Data Migration and Maintenance & Support of API ready Online Application Software).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

WEBEL TECHNOLOGY LIMITED

SECTION – K

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2020-21	2021-22	2022-23
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

Submit the audited financial statement/ audited annual report of the last five financial years.

WEBEL TECHNOLOGY LIMITED

SECTION – L

BIDDERS'S DETAILS

(Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024)

1.	Name of the Firm	
2.	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3.	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4.	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
5.	Former name of the company, if any	
6.	Is the firm <ul style="list-style-type: none">▪ a Government/ Public Sector Undertaking▪ a propriety firm▪ a partnership firm (if yes, give partnership deed)▪ a limited company or limited corporation▪ a member of a group of companies, (if yes, give name and address and description of other companies)▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
7.	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
8.	Total number of employees. Attach the organizational chart showing the structure of the organization.	
9.	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
10.	How many years has your organization been in business under your present name? What were your fields when you established your organization	
11.	What type best describes your firm? (Purchaser	

WEBEL TECHNOLOGY LIMITED

	reserves the right to verify the claims if necessary) <ul style="list-style-type: none">▪ Manufacturer▪ Supplier▪ System Integrator▪ Consultant▪ Service Provider (Pl. specify details)▪ Software Development▪ Total Solution provider (Design, Supply, Integration, O&M)▪ IT Company	
12.	Number of Offices in district headquarters in West Bengal	
13.	Does your organization have ISO 9001:2015 / 2018 certificates?	
14.	List the major clients with whom your organization has been / is currently associated.	
15.	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
16.	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – M

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024)

Name of the Bidder: _____

Queries

Sl. No.	Section No.	Clause No.	Page No.	Queries

Note: The filled form to be submitted in XLS & PDF Format. There is a cutoff date for receiving of queries before Pre Bid Meeting. Queries received after the cutoff period will not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION - N

LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024)

Sl. No.	Name of the Client	Address	Contact Person	Designation	Contact Numbers

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – O

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT –CUM-PERFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Plot - 5, Block BP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____ (hereinafter called "the said work order dated _____"). We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, _____ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of _____ Rupees _____) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for _____ Work Order no. , _____ dated _____

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ dated _____ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

WEBEL TECHNOLOGY LIMITED

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filed against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the Contractor.

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____ have set and subscribed our hand on this _____ day of _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

WEBEL TECHNOLOGY LIMITED

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

1. Bank Guarantee (B.G.) for Advance payment, Mobilization Advance, B.G. for security Deposit-cum-Performance Guarantee, Earnest Money should be executed on the Non-Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WTL in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WTL.

WEBEL TECHNOLOGY LIMITED

SECTION – P

NIT DECLARATION FOR BIDDER

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder's Letter Head)

To

**Webel Technology Limited
Plot – 5, Block – BP, Sector - V,
Salt Lake City,
Kolkata – 700091.**

**Sub: Revamping, Re-Design and Development of MPI&GC Grievance
Management Portal, Govt. of West Bengal.**

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject Tender No. WTL/CRMU/GMP/23-24/060 dated 24.01.2024 for Revamping, Re-Design and Development of MPI&GC Grievance Management Portal, Govt. of West Bengal published by Webel Technology Limited in e-Tender website.

We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.

Thanking you, we remain

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, thisday of2024

WEBEL TECHNOLOGY LIMITED

SECTION – Q

PROPOSED SOLUTION ARCHITECTURE

(Tender No. WTL/CRMU/GMP/23-24/060 Dated 24.01.2024)

1) Bidder shall furnish complete Technical Solution and give detailed architecture for:

- Application Software Development covering interpretability and scalability design and parameters and testing methodology. The standards used, IPR, copyright, etc, should also be mentioned
- Training, awareness and sensitization including change management process
- Entire Project Management approach for both implementation and operations
- Any other detail required for the implementation of system

2) The Architecture for execution of the above Project should contain the following:

- Functional Architecture
- Technology Architecture with details of all hardware equipments their numbers, technical specifications, Software details etc.
- ✓ Process Architecture
- ✓ People Architecture
- ✓ Resource Architecture

Note: Please furnish different architecture on different pages, along with a sheet showing the integration of the proposed architectures into one system. The Bidder is further expected to give complete and detailed implementation strategy and time lines for covering all locations.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – R

DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(Tender No. WTL/CRMU/GMP/23-24/060 Dated 24.01.2024)

Technical approach with methodology and work plan is key component of the Technical Proposal. The System Integrator is suggested to present its Technical Proposal divided into the following chapters:

- a) Technical Approach and Methodology,
 - b) Work Plan, and
 - c) Organisation and Staffing.
- **Technical Approach and Methodology.** In this chapter the System Integrator should explain the understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities to obtain the expected output and the degree of detail of such output. The System Integrator should highlight the problems to be addressed along with their importance and explain the technical approach the System Integrator would adopt to address them. The System Integrator should also explain the proposed methodologies to adopt and highlight the compatibility of those methodologies with the proposed approach. Please limit the discussion to 20 single sided pages (10 double sided pages).
 - **Work Plan.** In this chapter the System Integrator should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client) and delivery dates of the reports. The proposed work plan should be consistent with technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.
 - **Organisation and Staffing.** In this chapter the System Integrator should propose the structure and composition of the proposed team. The System Integrator should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

FORM-I: CURRICULUM VITAE (CV) OF KEY PERSONNEL

Scanned copy of original (duly signed by bidder) as part of Technical Proposal to uploaded Online

The CV of proposed resources should include below minimum information (not limited to).

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none">• Degree• Academic institution graduated from• Year of graduation• Specialization (if any)• Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none">• Organizations worked for in the past• Organization name• Duration and dates of entry and exit• Designation Location(s)• Key responsibilities Prior project experience <ul style="list-style-type: none">• Project name	

WEBEL TECHNOLOGY LIMITED

<ul style="list-style-type: none">• Client• Key project features in brief• Location of the project• Designation• Role• Responsibilities and activities• Duration of the project <p>Please provide only relevant projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

WEBEL TECHNOLOGY LIMITED

**FORM-II: DECLARATION ON SOURCE CODE AND INTELLECTUAL
PROPERTY RIGHTS**

Scanned copy of original (duly signed by bidder) as part of Technical Proposal to uploaded Online

No. _____

Date: __/__/____

To

**Webel Technology Limited
Plot-5, Block-BP, Sector V, Salt Lake City,
Kolkata – 700091.**

Subject: Self-certificate regarding the source code and Intellectual property rights under this Project

Ref: Tender No. WTL/CRMU/GMP/23-24/060 Dated 24.01.2024

Dear Sir,

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause _____ of this Tender document.

In the event of any deviation from the factual information/ declaration, WTL reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-III: UNDERTAKING ON PATENT RIGHTS

Scanned copy of original (duly signed by bidder) as part of Technical Proposal to uploaded
Online

No. _____

Date: __/__/____

To

Webel Technology Limited
Plot-5, Block-BP, Sector V, Salt Lake City,
Kolkata – 700091.

Subject: Undertaking on Patent Rights

Ref: Tender No. WTL/CRMU/GMP/23-24/060 Dated 24.01.2024

Dear Sir,

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify WTL against all cost / claims / legal claims / liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and / or system or any part thereof to WTL and persons authorized by WTL, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve WTL of any legal action.

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-IV: UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION

Scanned copy of original (duly signed by bidder) as part of Technical Proposal to uploaded Online

No. _____

Date: __/__/____

To

**Webel Technology Limited
Plot-5, Block-BP, Sector V, Salt Lake City,
Kolkata – 700091.**

Subject: Undertaking on Exit Management and Transition

Ref: Tender No. WTL/CRMU/GMP/23-24/001 Dated 13/12/2023

Dear Sir,

1. I/We hereby undertake that at the time of completion of our engagement with the Department/WTL, either at the End of Contractor termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to WTL or to an agency identified by WTL to the satisfaction of the Department.
2. I/We further undertake to complete the following as part of the Exit management and transition:
 - a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to WTL before transition.
 - b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train WTL personnel on the same.
 - c. If Department/WTL decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries / clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from WTL.

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address: